

## MAKING HOME A SAFE PLACE: OWNER OCCUPIED REPAIR

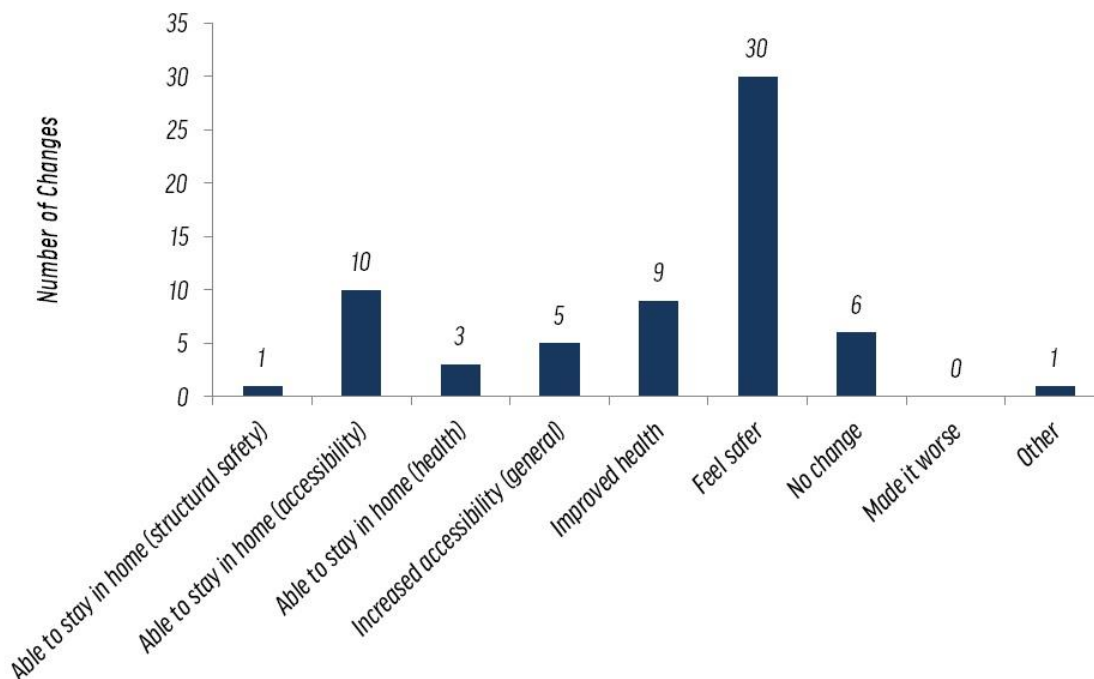
In 2015, the IHCD Research and Innovation Department investigated the factors affecting **homeowner experiences** with the [Community Development Block Grant Owner-Occupied Repair](#) (CDBG OOR) program. This program repairs major damage and/or improves accessibility primarily in the homes of low-income elderly homeowners and homeowners with disabilities or physical limitations, with the intention of enabling them to safely remain living in their homes. As improving homeowner quality of life is the main objective of the program, understanding homeowner needs and experiences are key to developing **customer service-oriented program policies** that accomplish both **program and agency objectives**.

We interviewed IHCD Real Estate Development (RED) staff members and OOR award recipients and administrators, and asked them which program policies or elements they thought affected homeowner customer service experiences. The IHCD Marketing and Communications Department then conducted 51 telephone interviews asking **homeowners whose homes were repaired through the program about their experiences**.



Because RED staff members were unsure of the program outcomes after completion of the repairs, we asked each homeowner if they experienced a **change in their quality of life** as a result of the repairs to their home. By far, **the most common response was that the repair made them feel safer**, which was mentioned by 30 out of the 51 respondents (59%) (Figure 1). 27% noted that the repair made them able to continue living in their homes, and 29% mentioned an improvement in accessibility in their home. In some cases, the repairs permitted a homeowner to use facilities they had not been able to use in years.

**Figure 2. Change in Quality of Life**



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